

STATEMENT OF COMPLIANCE

MERIPLEX TELECOM, LLC

February 13, 2018

Meriplex Telecom, LLC employs the procedures necessary to comply with its customer contracts and privacy policy. These procedures, some of which are listed below, enable Meriplex Telecom, LLC to comply with the Commission's Customer Proprietary Network Information (CPNI) rules. Employees who are authorized access to CPNI receive specific training to ensure compliance with the rules, customer contracts and Meriplex Telecom, LLC's privacy policy. Meriplex Telecom, LLC has established security logs to record privacy related actions. In addition to addressing privacy of customer records in its contracts, Meriplex Telecom, LLC is also sending informational notices to its customers (copy attached).

- Meriplex Telecom, LLC serves only business customers. Its customer contracts specifically address the privacy and security of customer information.
- Each customer has a dedicated account representative.
- Meriplex Telecom, LLC does not disclose CPNI to an unaffiliated third party.
- Meriplex Telecom, LLC limits CPNI access to only authorized and trained employees.
- Authorized employees must use a valid login and password to access CPNI.
- Meriplex Telecom, LLC provides password protection for online account access.
- Any changes in CPNI, disclosures or use by Meriplex Telecom, LLC's marketing personnel will be recorded in a security log.
- Because the release of call detail information over the telephone presents an immediate risk to privacy, Meriplex Telecom, LLC does not release call detail information based on customer-initiated telephone contact. When requested to do so, it may send such information to the customer's address of record; or when an authorized employee calls the telephone number of record and discloses the information.
- Meriplex Telecom, LLC will immediately notify its customers of a change to its account or address of record. Notification may be by voicemail, text message or by mail to the customer's address of record.
- If there has been a breach of CPNI, Meriplex Telecom, LLC will provide electronic notification of the breach within seven days after it notifies the United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI), unless the USSS or FBI requests that Meriplex Telecom, LLC postpone its disclosure. Meriplex Telecom, LLC will however notify affected customers immediately if there is a risk of immediate and irreparable harm.
- Meriplex Telecom, LLC will obtain opt-in consent from a customer before disclosing a customer's CPNI to a joint venture partner or an independent contractor for the marketing of communications-related services to the customer.
- Supervision is ongoing and supervisors audit records at least annually.